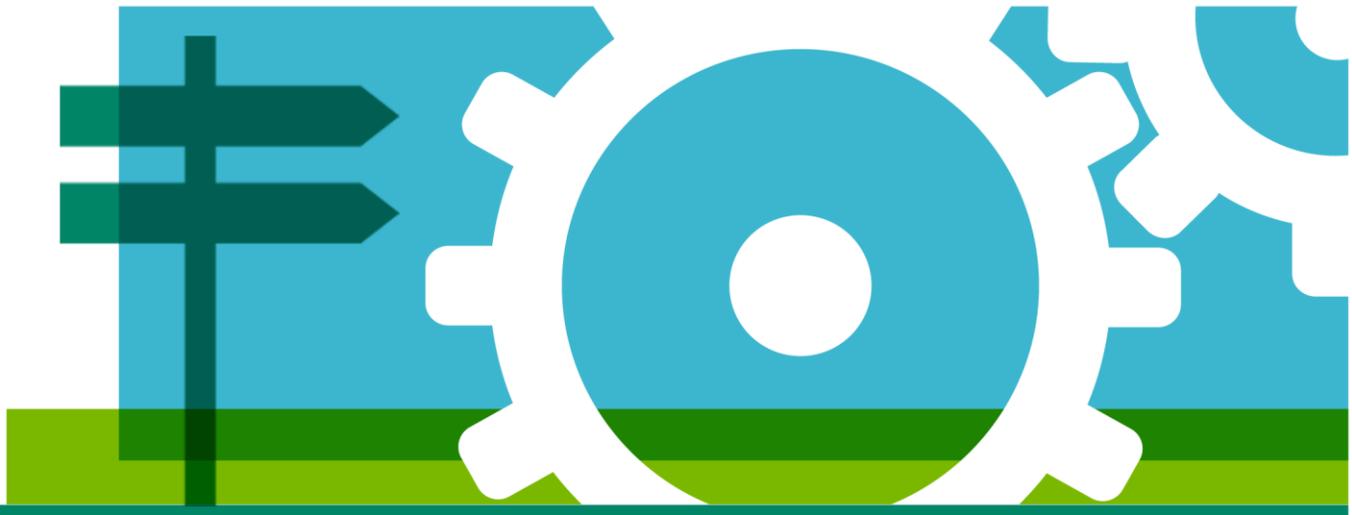


CAPITA



AXA User Guide

Registration and Login

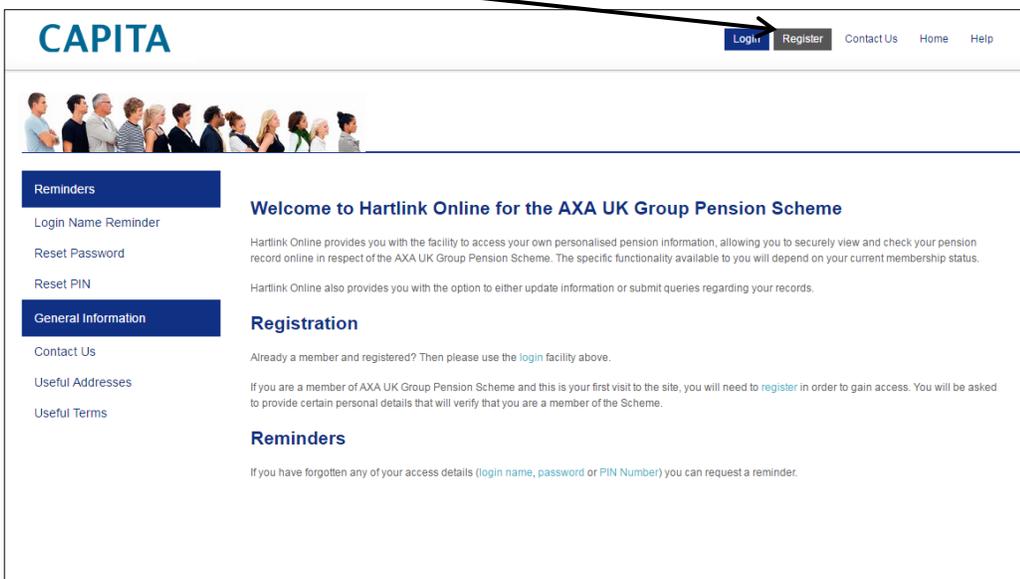
In order to log onto the site, you will need to follow the self-registration process. For this process you will need;

- Your email address (for security purposes, only one email address can be registered)
- Your telephone number
- Your national insurance number

To access the site you will need to enter www.hartlinkonline.co.uk/axa-employeebenefits into the URL bar on your browser. This is normally at the very top of the browser, please do not enter the web address into a search engine (such as google) as this will not work. An example of the URL bar in Internet Explorer 11 is below.



When you access the site, you should see the home page like the one below. To register for the website, click on the 'Register' link.



New User Registration (Step 1)

Step 1 of the registration process is shown below. Here you enter details about yourself, your membership and desired user details for the site. The first part of this process asks you to enter the security code like the one shown below.



If you're struggling to read the image you can click Refresh which will bring up another image.

The characters in the security code text box must match the characters in the image.

Login Details

Login Name

Password

Confirm Password

Security Question

Security Answer

Contact Details

Your Email Address

Confirm Email Address

Mobile Telephone Number ?

I wish to receive my PIN via

Personal Details

National Insurance Number

Surname

Gender

Date of Birth DD/MM/YYYY

I have read and agree with the [Terms and Conditions](#)

All fields are required.

- *** Login name** – This must be unique and something which you will remember. The system will tell you if the Login name is already in use (as below).

Login name Login name is already in use

- *** Password** – This is selected by you and will be used during login.
 - The password must conform to the following criteria:**
 1. Be 8 or more characters long.
 2. Must contain number(s).
 3. Must contain lower case letter(s).
 4. Must contain an upper case letter OR punctuation character.
 5. It is strongly advised you do not enter a Password that you have previously used.
- *** Confirm password** – This must match the entry in the Password field above.
- *** Security question** – The question asked if you forget your login name, password or pin.
- *** Answer to security question** – The answer to the security question if you forget your login name, password or pin. You will need to enter this exactly as entered here.

- *** Your email address** – The email address entered must be valid, unique and if you decide that you want your PIN sent via email, it will be sent to this email address. The system will tell you if the email address is already in use (as below).

Your email address * E-mail address is already in use

- *** Mobile Number** – This is used by the Portal to send PIN & Password resets and login name reminders where this is selected as the preferred option.
- *** I wish to receive my PIN via** – You can choose how to receive your PIN (Email or SMS).
- *** Personal Details** (National Insurance Number, Surname, Date of Birth and Gender) – These details are used to find and verify your details in the system.
- *** Terms and Conditions** – You must click the 'I have read and agree with the Terms and Conditions' check box to proceed to the next page.

If the details which you entered are correct & there are no errors then your account will be registered. Your PIN will be generated by the Portal and sent to you via the method which you selected during the registration process. The PIN normally arrives immediately but can take up to 2 hours.

Step 2 – PIN entry

Step 2 - PIN entry

Congratulations, your registration has been successful. You should receive the PIN shortly.

In order to access the site, please enter the PIN:

PIN

Once you have received your PIN, you should enter it into the box exactly as it appears on the message. This will grant you access to the site.

Welcome to the AXA UK Group Pension Scheme

Our records show this is your first visit to the Retirement Information Centre. On behalf of the AXA UK Group Pension Scheme, we would like to welcome you to the site.

If this information is correct, please click 'Proceed'.
If this information is incorrect, please click 'Cancel' to log off. You should also contact the Capita pensions team to report the incorrect information.

Please note that the information contained on this website and from any communications related to it is for information purposes only. This website and any related communications do not constitute any form of financial advice. If you require any form of financial advice or assistance, you should obtain this from your own professional financial adviser. Please click 'Proceed' below to confirm that you understand this statement and are happy to proceed onto this website on this basis.

Whenever you log into the site, you will be presented with a message confirming when you last logged in or if this is your first log in to the site like the one shown above. Please check the detail before pressing 'Proceed' and contact the Capita pensions team if the information is incorrect.

Login

For your subsequent logins, you will follow a slightly different process to the first login process detailed above.

To log into the site, go to www.hartlinkonline.co.uk/axa-employeebenefits as previously mentioned and click the 'Login' button.

CAPITA Login Register Contact Us Home Help

Reminders

- Login Name Reminder
- Reset Password
- Reset PIN

General Information

- Contact Us
- Useful Addresses
- Useful Terms

Welcome to Hartlink Online for the AXA UK Group Pension Scheme

Hartlink Online provides you with the facility to access your own personalised pension information, allowing you to securely view and check your pension record online in respect of the AXA UK Group Pension Scheme. The specific functionality available to you will depend on your current membership status.

Hartlink Online also provides you with the option to either update information or submit queries regarding your records.

Registration

Already a member and registered? Then please use the [login](#) facility above.

If you are a member of AXA UK Group Pension Scheme and this is your first visit to the site, you will need to [register](#) in order to gain access. You will be asked to provide certain personal details that will verify that you are a member of the Scheme.

Reminders

If you have forgotten any of your access details ([login name](#), [password](#) or [PIN Number](#)) you can request a reminder.

Login – Step 1

Step 1 of the login process asks you for your username. This is the username which you selected during the registration process. If you have forgotten this, you can click the 'Login Name Reminder' link, you will be asked for your email address and the answer to your security question, your login name will then be sent to you.

If you know your login name enter it and press next.

Log In - Step 1

Please enter your Login Name

Your Login Name:

Next

Login – Step 2

During step 2 of the process, you will be asked for certain characters from your pin and password. If you have forgotten your PIN or Password, you can click the PIN/ Password reminder links on the homepage of the website. You will be asked for your email address and answer to your security question and then your PIN/ Password will be sent to you via Email or SMS.

Log In - Step 2

Please fill in requested characters of your Password and PIN

Your Password

Enter character 2 from your Password:

Enter character 5 from your Password:

Enter character 7 from your Password:

Your PIN

Enter number 3 from your PIN:

Enter number 5 from your PIN:

Enter number 6 from your PIN:

Entering Your Password

- The Password fields are case sensitive, so if you take the example below.

Your Password

Enter character 1 from your Password:

Enter character 2 from your Password:

Enter character 9 from your Password:

Character: 1 2 3 4 5 6 7 8 9

Password: P a s s w o r d 1

- The characters will be as follows:

- Character 1 will be: P
- Character 2 will be: a
- Character 9 will be: 1

Entering Your PIN

- The PIN must be 6 characters long and they must all be numeric, so if you take the example below.

Your PIN

Enter number 2 from your PIN:

Enter number 4 from your PIN:

Enter number 6 from your PIN:

Number: 1 2 3 4 5 6

PIN: 6 5 4 3 2 1

- The numbers will be as follows:

- Number 2 will be: 5
- Number 4 will be: 3
- Number 6 will be: 1

After entering your details correctly and pressing 'Login' you will be presented with the below screen, confirming when you last logged in. Please check that these details are correct and press proceed, or if they are not correct press 'Cancel' to log off and contact the Capita pensions team.

Welcome to the AXA UK Group Pension Scheme

You last logged in on 01 Jun 2016 09:26:14.

If this information is correct, please click 'Proceed'.
If this information is incorrect, please click 'Cancel' to log off. You should also contact the Capita pensions team to report the incorrect information.

Please note that the information contained on this website and from any communications related to it is for information purposes only. This website and any related communications do not constitute any form of financial advice. If you require any form of financial advice or assistance, you should obtain this from your own professional financial adviser. Please click 'Proceed' below to confirm that you understand this statement and are happy to proceed onto this website on this basis.

[Proceed](#) [Cancel](#)

Once you have pressed proceed on the box above you will be logged into the site and presented with the home screen.

CAPITA

exampleuser | Mrs W T Pinkpip [Contact Us](#) [Home](#) [Help](#) [Log Off](#)



Welcome to the AXA UK Group Pension Scheme

This site has been designed to provide you with a range of information and educational material that will help you gain a better understanding of the AXA UK Group Pension Scheme of which you are a pensioner member.

This site contains details of the benefits you receive from the Scheme.

- My Pension**
 - Last Payslip
 - Payslip History
 - P60 History
- My Details**
 - Personal Details
 - My Mailbox
- Change Bank Details**
 - Change Bank Details
- Scheme Communications**
 - Pensions Compass
 - Scheme Information
- General Information**
 - Contact Us
 - Useful Addresses
 - Useful Terms
- My Account**
 - Change Password/PIN
 - Change Account Details